



COVID-19

Update

March 24, 2020

Welcome

Thank you for joining us on such short notice.



Welcome



Meet Taylor Mangan!

Taylor is a new Nurse Consultant in the FPP office.



Welcome

Roundtable

Tell us what your community response looks like?

What impacts have you seen at your clinic?

What concerns do you have?

How are **you** doing?



Safety First

YOU are our most important resource!

The safety of the workforce and patients is our highest concern.



Safety First

Offer assurance and support to your clients and colleagues.

- A smile and your full attention go a long way.
- Reassure patients that they won't be turned away for inability to pay. Offer payment plans and fee waivers as needed.
- Develop sick leave and emergency leave policies that allow staff to care for themselves.
- Implement stringent, frequent cleaning and sanitizing routines.



Safety First

Make a plan for how/when you will screen staff and patients at your facility.

- Screen clients for symptoms and exposure when setting appointments and 24 hours before appointments.
- Place signage on websites, social media, and at entrances to building instructing people not to enter if experiencing symptoms or having recent exposure. Provide a phone number to call for consultation instead.
- Instruct staff to stay home if experiencing fever and/or respiratory symptoms.



Safety First

Model physical distancing.

- Utilize telehealth, drive-thru, and curbside options.
- Postpone visits requiring contact unless they are emergent.
- Have staff work remotely and/or in staggered shifts when possible.
- Move waiting rooms outside – have clients wait in cars or outside and text/call to enter.



Safety First

Review [CDC Resources](#) for preparing your facility and staff:

- [Information for Health Departments](#)
- [Communication Resources](#)
- [Taking Care of Your Emotional Health](#)



Plan Ahead

Think about what you can do right now to minimize the time needed to serve your patients later.

Examples:

- Create forms to gather medical history via telehealth or to complete in their car.
- Work with your medical director to adjust standing orders (i.e. hormonal injections, physical exams, etc.).
- Provide a 12-month supply of oral contraceptives (when possible).
- Touch base with regular clients and mail out prescriptions now.
- Preemptively supply clients with emergency contraception, extra condoms, and/or PrEP.
- Reach out to eligible clients to help them enroll in Medicaid/Plan First.
- Connect clients to non-medical services:
 - SNAP/TANF – apply.mt.gov
 - WIC
 - Unanticipated School Closure [Meal Sites](#). Check with your school district to see if they are offering meal delivery to households.
- Order supplies.



Plan Ahead

How will you provide access if your providers (RNs, MDs, etc) are ill or isolated?

- Cross-train staff in your clinics.
- Communicate with healthcare providers in your community to assess availability of and need for substitute staff.
- Work with human resources department to set a process for short-term hires and training needs.



Delivery of Services

Throughout the declared State of Emergency, OPA will allow visits normally conducted in the clinic (in person) to be offered via telehealth.

- Follow all MT State rules. See Montana Medicaid guidance: [Medicaid All Provider Memo – Telemedicine/Telehealth 03/19/2020](#).
- Email covid19info@mt.gov for MT Medicaid billing questions on telehealth.
- Clients seen through telehealth are considered Title X clients.
- Communicate with your malpractice insurance carrier to ensure your policy covers care provided via telemedicine or other changes you may implement.

Effective March 17, the Office for Civil Rights announced it will exercise its enforcement discretion and will waive potential penalties for HIPAA violations against health care providers that serve patients through everyday communications technologies. [See announcement.](#)

OPA considers Title X services essential healthcare services. We understand that some services may not be feasible (i.e. LARCs, hormonal injections, physical exams) and will require alternative options and/or adjusted delivery models.



Think Creatively

Use innovative strategies to serve patients.

Examples:

- Mailing supplies.
- Curb side pick-ups.
- Telehealth.
- Client self-collection of specimens.
- Extend the length of prescriptions.

Structure

Consider placing handwashing stations/hand sanitizer at the entrance to your building if you remain open to the public (many companies rent hand wash stations for events).

Staff

Cross train staff in order to better adapt to changing work environments and staffing availability in the future.



Communicate

Report staffing changes to MT FPP.

If you close your Family Planning clinic completely, report change to MT FPP.



340B Impacts

Review updates at hrsa.gov/opa/COVID-19-resources

- Ensure policies + procedures in place to address proper dispensing of 340B drugs
- Must continue to keep auditable records, an abbreviated record may be adequate
 - Identify patient
 - Medical evaluation
 - Treatment provided or described
 - HRSA considers self-report adequate for recordkeeping
- Documentation in case of volunteer health professionals providing care
 - Recognize emergency nature of situation
 - Provider name, address, relationship to clinic
 - Makes clear covered entity's responsibility for providing care

If your COVID-19 response may affect compliance or eligibility, contact the 340B Prime Vendor at 1-888-340-2787 or apexusanswers@340bpvp.com



Resources

We're here for you!

MT FPP is in the process of procuring technology and software to help clinics shift to telehealth.

- If you have specific needs or ideas for your clinic, please contact Madi at 406-444-3775 or madison.weisberg@mt.gov.

Billing for telehealth and COVID-19 resources:

- [\[ACOG\] Managing Patients Remotely: Billing for Digital and Telehealth Services](#)
- [\[AMA\] Quick Guide to Telemedicine in Practice](#)
- [\[NFPRHA\] Coding for Coronavirus Disease \(COVID-19\)](#)



Problem Solving

How are you adapting to continue to serve your clients?

In what ways are you communicating with clients?

What are you doing to support your staff?



Questions?



Need some calm for your office?
Print from the CDC website!

https://www.cdc.gov/handwashing/pdf/keep-calm-wash-your-hands_8.5x11.pdf



Reminders

- April MFPA meeting cancelled – new dates coming soon
- Performance Measures finalized for the funding allocation
 - Completeness and accuracy of client information
 - Contraceptive counseling
- See email for performance measures resource
 - Measure beginning April 1
- Let us know if you need an extension on any pending Title X requirement.
Examples: MegaMemo, Health Education Plan



It's wild out there...

***THANK
YOU***

...for all you do to ensure access
for all during this time!

